



### Welcome to the Spring edition of the Vale Of Evesham PCN Newsletter

These newsletters are released quarterly to keep practice staff and patients up to date on the progress and events in the Vale of Evesham Primary Care Network (PCN). The Vale of Evesham PCN covers a population of approximately 62,000 patients, geographically covering Evesham, Bredon, Broadway, Inkberrow and its local rural areas.

The PCN management team includes our two Clinical Directors – Dr Neill Bramble, Dr Chethan Reddy and Administrator – Nikki Porter.

Our PCN Operations Manager, Joe Icke retires at the end of March and will be replaced by Kirsty-Anne Taylor. We wish him all the best for the future.

For more information about the Vale of Evesham PCN please visit our website: [www.valeofeveshampcn.co.uk](http://www.valeofeveshampcn.co.uk) or access via the QR code:



Information included in this edition of the newsletter includes:

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- ⇒ Our services (p3)
- ⇒ Staff bio (p3)
- ⇒ We would like to hear from you: friend and family test (p4)
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### **PCN successes over the last five years**

- ⇒ £1.46 million funding for ARRS (additional roles reimbursement scheme).
- ⇒ Recruitment and retention of staff and application of practice based budgets (approximately 50 members of staff recruited currently).
- ⇒ Support and achievement of contracts (and payment of these) by ARRS staff.
- ⇒ Forum for sharing problems.
- ⇒ Holding meetings on your behalf.

### **Contracts achieved**

CEIF meds, Enhanced Access, Health checks, Health inequalities, Capacity and access, PCN DES.

### **IIF (appointments booked within two weeks**

The target percentage for appointments booked within two weeks was 90%. All seven practices reached that target as an average over the year between April 2023 and March 2024. The average as a PCN was 96%.

### **National patient survey**

This is where patients are asked questions on a yearly basis about access to GP services. We are then assessed against five of those questions which are:

Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?

How easy is it to use your GP practices website to look for information or access services?

Were you satisfied with the appointment (or appointments) you were offered?

Overall, how would you describe your experience of making an appointment?

Overall, how would you describe your experience of your GP practice?

All seven practices were above the national averages for 2023 across all five questions.

### **Family and Friends test**

Each month we record any feedback from patients where they can rate the service that they received from very good through to very poor. Patients can do this in a variety of different ways including online and via text message.

Overall as a PCN there were more positive experiences than negative experiences.

### **Enhanced Access**

As per the enhanced access contract, as a PCN we must deliver 62 hours of additional appointments per week as a minimum and we achieve this by practices staying open until 8pm Monday-Friday and on Saturdays on a rota basis. We exceeded this every month of the last financial year as a PCN. Our target hours to deliver for the year was 3, 234 and we delivered 5,646 enhanced access hours.

## PCN services

To meet the needs of our changing population, our 7 GP practices are working collaboratively with community, mental health, social care, pharmacy, hospital and voluntary services in the area. The services that we have to offer are:

**Social prescribing and lifestyle advice:-** partnered with Onside Advocacy to provide lifestyle advice, social prescribing and wellbeing coaching to support patients in living a fulfilling, healthy lifestyle with a holistic approach that goes beyond medicine.

**First Contact Physiotherapy:-** carrying out thorough physical assessments, prescribing exercise, suggesting lifestyle changes and access medical investigations such as x-rays or MRI scans, Referring to specialists such as orthopaedics.

**First Contact Mental Health:-** Primary Care, Wellbeing Team and Mental Health services providing advice and support, assessments, treatment, education and problem solving approaches to our patients.

**Child and Adolescent Mental Health Services (CAHMS):-** support children and young people between the ages of 5-18 years with their emotional wellbeing and mental health.

**Care Co-ordinators:-** They will work closely with the GPs and other primary care professionals within the PCN to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers, and ensuring that their changing needs are addressed.

## Meet the staff



### ***Molly Edwards – Children, Adolescent and Families (CAF) Social Prescriber for the Vale***

Hello, my name is Molly, and I am the Children, Adolescents and Families Social Prescriber for the Vale. I am incredibly lucky to work with 8–18-year-olds, providing mental health face-to-face sessions. I don't work in any of the PCN practices, but provide sessions at schools, in homes or wherever the young person feels most comfortable. This is a relatively new service which began in August 2023.

During my time with the young person, we look to find practical strategies for issues such as: anxiety, school refusal, emotional regulation and more. Making a difference to someone's life is the most rewarding work.

Prior to joining the PCN, I was a primary school teacher and design and technology lead. Teaching has given me a great insight into the workings of schools and this knowledge has been invaluable to the families I support. After teaching, I sought to find a role where I could still work with young people, and this is where Onside Advocacy posted about the most exciting role within the PCN.

We would like to hear from you?

Friends and Family test

The Friends and Family test is used across NHS services to help us to understand what works—and what we could be doing better. This is a general feedback form about the performance of the surgery. Completed forms are reviewed monthly and statistics are submitted to NHS England. The forms are anonymous and open for anyone to complete. The forms can be completed in a number of ways, please ask your practice for more information. We are grateful for any feedback and appreciate you taking the time to share it with us.

Please find below the overall PCN Friends and Family test data for the last three months (these are combined results for all seven practices across the PCN).

December 2023: 93.80% of patients found the service they received either very good or good (596 responses)

January 2024: 95.42% of patients found the service they received very good or good (743 responses)

We would like to hear from you continued....

Primary care survey

The primary care survey is a national GP patient survey, where a total of five questions are asked of patients regarding access to GP services. The results of the questions are as follows:

Question	PCN %	Hereford & Worcester %	National %
How easy or difficult is it to get through to someone at your GP practice on the phone?	73%	56%	50%
How easy is it to use your GP practice's website to look for information or access services?	74%	67%	65%
Were you satisfied with the appointment (or appointments) you were offered?	79%	74%	72%
Overall, how would you describe your experience of making an appointment?	72%	61%	54%
Overall, how would you describe your experience of your GP practice?	79%	76%	71%

## Enhanced Access

As part of our Enhanced Access service, we make more routine appointments available with members of our General Practice teams outside of our core opening hours. These appointments are provided from 6:30-8:00pm Monday to Friday and 9am-5pm on a Saturday.

To make it easy to access care that works for you, we have tried wherever possible to offer our patients Enhanced Access appointments at their own practice—with booking taking place through your own practice, too.

For more information visit your practice 's web page:

Abbey Medical Practice <https://www.abbeymedicalpractice.org.uk/opening-times>

Bredon Hill Surgery <https://www.bredonsurgery.nhs.uk/appointments/>

DeMontfort Medical Centre <https://www.demontfortmedicalcentre.co.uk/>

Grey Gable <https://www.greygablesurgery.com/opening-times>

Merstow Green Medical Practice <https://www.merstowgreenmedicalpractice.co.uk/>

New Barn Close <https://www.barnclose.co.uk/appointments>

Riverside Surgery <https://www.riversidesurgery.org.uk/>

## Cancer screening

NHS cancer screening programmes can help to diagnose cancer or risk of cancer earlier and improve the likelihood of successful treatment. There are three national cancer screening programmes in England.

- \* Cervical screening
- \* Breast screening
- \* Bowl screening.

If you receive a letter or text from your practice inviting you for your screening please contact them and get your appointment booked in as soon as possible.

It is also important that if you notice any changes to your body or if you feel that something is not right then you should contact your practice and make an appointment with your GP.



## NHS app

The NHS app gives you a simple and secure way to access a range of NHS services. You must be aged 13 or over to use the NHS app and be registered with a GP surgery in England or the Isle of Man. You can use the app to do the following:

- ◆ Order repeat prescriptions and nominate a pharmacy where you would like to collect them.
- ◆ Book and manage appointments
- ◆ View your GP health record
- ◆ Book and manage Covid-19 vaccinations
- ◆ Register your organ donation decision.
- ◆ Choose how the NHS uses your data.
- ◆ View your NHS number.
- ◆ Use NHS 111 online to answer questions and get instant advice or medical help near you.

Download the app on your smart phone from the apple store or google play. For more information visit your practice website.

## Awareness days 2024

### April 2024

- ◆ Bowel Cancer Awareness Month
- ◆ Testicular Cancer Awareness Month
- ◆ Bladder Cancer Awareness Month
- ◆ Stress Awareness Month

### May 2024

- ◆ Skin Cancer Awareness Month
- ◆ 23.05.2024—International Nurses Day
- ◆ National walking month (promoting healthy exercise)
- ◆ 13.05.2024-19.05.2024 Mental Health awareness week

### June 2024

- ◆ 04.06.2024—National cancer survivors day
- ◆ 20-26 June—Cervical Screening Awareness Month

### July 2024

- ◆ Sarcoma Awareness Month